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03/28/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the ROSSER Post Office  
Docket No. 1379938

This is to advise you that on 03/30/2011, I will post for public comment a proposal to close the ROSSER Post Office in Kaufman, Congressional District No. 110th (Jeb Hensarling).

If you have any questions, please call ALLISON RIZAN District Review Coordinator at (972) 393-6485.

VICTOR H BENAVIDES  
District Manager  
DALLAS PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal



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03/18/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
ROSSER Proposal  
Docket No. 1379938 - 75157

Please post the enclosed proposal to close the ROSSER Post Office in the lobby. The proposal must be posted in a prominent place from 03/30/2011 through close of business on 05/31/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (972) 393-6485.

ALLISON RIZAN  
Post Office Review Coordinator  
DALLAS PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

Date of Posting: 03/30/2011

Date of Removal: 05/31/2011

## UNITED STATES POSTAL SERVICE

### INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE ROSSER, TX POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Rosser Post Office:

The Postal Service is considering the close of the Rosser Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/30/2011 through 05/31/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Rosser Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

ALLISON RIZAN  
951 W BETHEL RD  
COPPELL, TX 75099-9331

For more information, you may call ALLISON RIZAN at (972) 393-6485 or write to the above address.

Thank you for your assistance.



LINDA SHERMAN  
951 W BETHEL RD  
COPPELL, TX 75099-9331

Date of Posting: 03/30/2011

Posting Round Date:

Date of Removal: 05/31/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE ROSSER, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1379938 - 75157

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster position became vacant when the postmaster was promoted on March 29, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Office is vacant and earns less than 2 hours.

The Rosser Post Office, an EAS-11 level, provides service from 08:00 to 16:00 Monday - Friday, 09:00 to 11:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 147 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 19 transaction(s) accounting for 21 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$15,438 ( 40 revenue units) in FY 2008; \$13,821 ( 36 revenue units) in FY 2009; and \$12,347 ( 32 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 15, 2011, representatives from the Postal Service were available at Fire Station 204 Main St Rosser Texas 75157 to answer questions and provide information to customers. 75 customer(s) attended the meeting.

On January 27, 2011, 147 questionnaires were distributed to delivery customers of the Rosser Post Office. Questionnaires were also available over the counter for retail customers at the Rosser Post Office. 48 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 25 unfavorable, and 22 expressed no opinion.

A petition supporting the retention of the Rosser Post Office was received on February 15, 2011, with 105 signatures. If this proposal is implemented, delivery and retail services will be provided by the Scurry Post Office, an EAS-16 level office. Window service hours at the Scurry Post Office are from 08:30 16:30, Monday through Friday, and closed on Saturday. There are 193 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community

**Response:** The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_\_\_ miles away.
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3. **Concern:** Customer expressed a concern about package delivery and pickup

**Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
4. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

**Response:**

The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

5. **Concern:**

Customers expressed concern for loss of community identity

**Response:**

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended office name and ZIP Code suspended zip in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

6. **Concern:**

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7. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:**

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

8. **Concern:**

Customers expressed concern over the dependability of rural route service

**Response:**

The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

9. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery

**Response:**

The customer expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

10. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

11. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

12. **Concern:**

Customers felt the post office should remain open since they paid taxes

**Response:**

The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

13. **Concern:**

Customers inquired about mailbox installation and maintenance

**Response:**

The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

14. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the

**Response:**

15. **Concern:**

Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community

**Response:**

The customer expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

16. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

17. **Concern:**

Customers were concerned about growth in the community

**Response:**

The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.



18. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery
- Response:** The customer expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Customers can continue to use the community name, suspendoffice, in the last line of the address, however, in order to insure regular and effective service the Zip Code will change to adminzip.
19. **Concern:** Customers were concerned about later delivery of mail
- Response:** The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
20. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
21. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
22. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the adminoffice postmaster for more information.
23. **Concern:** Customers were concerned about the quality of service, reliability, and integrity of the contractor
- Response:** The customer expressed a concern about about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.
24. **Concern:** You were concerned about having to travel to another post office for service



**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

25. **Concern:**

Customers asked why their post office was being discontinued while others were retained

**Response:**

The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

26. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:**

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the adminoffice postmaster.

27. **Concern:**

Can will do something besides closing it? Like reduce the hours? Or have a rural carrier come by and put up the mail?

**Response:**

We are looking at the saving we must have to keep the Postal Service in business. That is not an option.

28. **Concern:**

How can we buy our money orders?

**Response:**

The rural carrier can take care of that for you. We went on and described how this would work.

29. **Concern:**

How can we save our Post Office from closing?

**Response:**

No decision has been made yet. Fill out the questionnaires with your concerns about the Post Office possibly closing and the effects it would have on the community.

30. **Concern:**

How much money will you save by closing Rosser?

**Response:**

We can not disclose that information.

31. **Concern:**

The ederly and disabled can not travel to Scurry. What will they do?

**Response:**

Rural carrier delivery will be provided. As we call it a Post Office on Wheels, all the services you have at the Post Office can be completed by the carrier or one of our web based sites.

32. **Concern:**

The Rosser customers want to know in dollars how much will be saved. This question was asked repeatedly.

**Response:**

We can not disclose that information.

33. **Concern:**

What will our zip code be?

**Response:**

We will find out and report it to the Mayor.

34. **Concern:**

Who will be responsiable for putting up the mail boxes? What if we can't afford to do this?

**Response:**

The customer will be responsible. Their are many different price ranges to chose from.

35. **Concern:**

Who will be responsible for the loss of mail by theft?

**Response:**

If that happens call the sheriff and report it to the Inspection Service.

36. **Concern:**

Who will fill out our Money Orders?

**Response:**

This is not a service that is normally provided by the Post Office.

37. **Concern:**

Why is Scurry not closing?

**Response:**

Higher revenue and work load.

38. **Concern:**

Why was Rosser targeted?

**Response:**

It earns less then 2 hours a day. Revenue declines, and the office is vacant.

39. **Concern:**

Why was the Postmaster position never filled? Our office started decline after the last Postmaster retired.

**Response:**

Position have been held due to decline in all Postal employment. Our work force have declined in effects to stream line our overhead.

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Rosser is an incorporated community located in Kaufman County. The community is administered politically by Rosser City Hall. Police protection is provided by the Kaufman County Sheriff Dept. Fire protection is provided by the Rosser Fire Department. The community is comprised of 70% retired, 20% handicapped, 10% commuters. This community made-up very low income. OIC states she doesn't even know if the customers can afford to put up mail boxes. , and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: One non profit business in the home. Pappy's Sand and Gravel . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Rosser Post Office will be available at the Scurry Post Office. Government forms normally provided by the Post Office will also be available at the Scurry Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the

**Response:**

2. **Concern:** No Concern

**Response:**

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster was promoted on March 29, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 30,753 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Annual Lease Costs	<u>+ \$ 6,000</u>
Total Annual Costs	\$ 46,707
Less Annual Cost of Replacement Service	<u>- \$ 15,954</u>
Total Annual Savings	<u>\$ 30,753</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster was promoted on March 29, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Rosser Post Office provided delivery and retail service to 147 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 19. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$30,753 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Rosser Post Office and Scurry Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



LINDA SHERMAN  
Manager, Post Office Operations

03/30/2011  
Date



05/11/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 05/31/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Allison Rizan".

ALLISON RIZAN  
Post Office Review Coordinator  
951 W BETHEL RD  
COPPELL, TX 75099-9331



**A. Office**

Name: ROSSER State: TX Zip Code: 75157  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: 110th (Jeb Hensarling) County: Kaufman  
EAS Grade: 11 Finance Number: 487785  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36.

Prepared by: Allison Rizan  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485

Date: 06/03/2011  
Fax No: (972) 393-6336

Date of Posting: 03/30/2011

Posting Round Date:



Date of Removal: 05/31/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE ROSSER, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1379938 - 75157



## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster position became vacant when the postmaster was promoted on March 29, 2008. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The Office is being studied for possible closing or consolidation due to the following reasons: Office is vacant and earns less than 2 hours.

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7. **Concern:**

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The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

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**Response:**

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Why is Scurry not closing?

**Response:**

Higher revenue and work load.

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Why was Rosser targeted?

**Response:**

It earns less then 2 hours a day. Revenue declines, and the office is vacant.

37. **Concern:**

Why was the Postmaster position never filled? Our office started decline after the last Postmaster retired.

**Response:**

Position have been held due to decline in all Postal employment. Our work force have declined in effects to stream line our overhead.



**Some advantages of the proposal are:**

1. The carrier provides retail services, alleviating the need to go to the Post Office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay Post Office box fees.
6. Saves time and energy for customers who drive to the Post Office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Rosser is an incorporated community located in Kaufman County. The community is administered politically by Rosser City Hall. Police protection is provided by the Kaufman County Sheriff Dept. Fire protection is provided by the Rosser Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: One non profit business in the home. Pappy's Sand and Gravel . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Rosser Post Office will be available at the Scurry Post Office. Government forms normally provided by the Post Office will also be available at the Scurry Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

**1. Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the

**Response:**

**2. Concern:**

No Concern

**Response:**

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.



### III. EFFECT ON EMPLOYEES

The postmaster was promoted on March 29, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 30,753 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Rental Costs, Excluding Utilities	<u>+ \$ 6,000</u>
Total Annual Costs	\$ 46,707
Less Annual Cost of Replacement Service	<u>- \$ 15,954</u>
Total Annual Savings	<u>\$ 30,753</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Rosser, TX Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster was promoted on March 29, 2008. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Rosser Post Office provided delivery service to no customers and 147 PO Box customers. The daily retail window transactions averaged 19. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$30,753 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Rosser Post Office and Scurry Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this Post Office. If a final determination is made to close this Post Office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

ROB AUSTIN  
ROB AUSTIN  
Manager, Post Office Operations

03/30/2011  
Date

Date of Posting: 03/30/2011

Date of Removal: 05/31/2011



**UNITED STATES POSTAL SERVICE**

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE ROSSER, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE**



To the customers of the ROSSER Post Office:

The Postal Service is considering the close of the ROSSER Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/30/2011 through 05/31/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the ROSSER PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

ALLISON RIZAN  
951 W BETHEL RD  
COPPELL, TX 75099-9331

For more information, you may call ALLISON RIZAN at (972) 393-6485 or write to the above address.

Thank you for your assistance.

Sincerely,

ROB AUSTIN  
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951 W BETHEL RD  
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Date of Posting: 03/30/2011

Posting Round Date:



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PROPOSAL TO CLOSE  
THE ROSSER, TX POST OFFICE  
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SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1379938 - 75157

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster position became vacant when the postmaster was promoted on March 29, 2008. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The Office is being studied for possible closing or consolidation due to the following reasons: Office is vacant and earns less than 2 hours.

The Rosser Post Office, an EAS-11 level, provided service from 08:00 to 16:00 Monday - Friday, 09:00 to 11:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 147 Post Office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 19 transaction(s) accounting for 21 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$15,438 (40 revenue units) in FY 2008; \$13,821 (36 revenue units) in FY 2009; and \$12,347 (32 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 15, 2011, representatives from the Postal Service were available at Fire Station 204 Main St Rosser Texas 75157 to answer questions and provide information to customers. 75 customer(s) attended the meeting.

On January 27, 2011, 147 questionnaires were distributed to delivery customers of the Rosser Post Office. Questionnaires were also available over the counter for retail customers at the Rosser Post Office. 48 questionnaires were returned. 1 responses were favorable, 25 unfavorable, and 22 expressed no opinion regarding the proposed alternate service.

A petition supporting the retention of the Rosser Post Office was received on February 15, 2011, with 105 signatures. If this proposal is implemented, delivery and retail services will be provided by the Scurry Post Office, an EAS-16 level office. Window service hours at the Scurry Post Office are from 08:30 16:30, Monday through Friday, and closed on Saturday. There are 193 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community

**Response:** The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_\_\_ miles away.
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3. **Concern:** Customer expressed a concern about package delivery and pickup

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4. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

**Response:**

The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

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Customers expressed concern for loss of community identity

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The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended office name and ZIP Code suspended zip in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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Why was the Postmaster position never filled? Our office started decline after the last Postmaster retired.

**Response:**

Position have been held due to decline in all Postal employment. Our work force have declined in effects to stream line our overhead.



**Some advantages of the proposal are:**

1. The carrier provides retail services, alleviating the need to go to the Post Office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay Post Office box fees.
6. Saves time and energy for customers who drive to the Post Office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Rosser is an incorporated community located in Kaufman County. The community is administered politically by Rosser City Hall. Police protection is provided by the Kaufman County Sheriff Dept. Fire protection is provided by the Rosser Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: One non profit business in the home. Pappy's Sand and Gravel . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Rosser Post Office will be available at the Scurry Post Office. Government forms normally provided by the Post Office will also be available at the Scurry Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the

**Response:**

2. **Concern:** No Concern

**Response:**

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster was promoted on March 29, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 30,753 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Rental Costs, Excluding Utilities	<u>+ \$ 6,000</u>
Total Annual Costs	\$ 46,707
Less Annual Cost of Replacement Service	<u>- \$ 15,954</u>
Total Annual Savings	<u>\$ 30,753</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Rosser, TX Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster was promoted on March 29, 2008. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Rosser Post Office provided delivery service to no customers and 147 PO Box customers. The daily retail window transactions averaged 19. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$30,753 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Rosser Post Office and Scurry Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this Post Office. If a final determination is made to close this Post Office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

ROB AUSTIN  
ROB AUSTIN  
Manager, Post Office Operations

03/30/2011  
Date

Date of Posting: 03/30/2011



Date of Removal: 05/31/2011



**UNITED STATES POSTAL SERVICE**

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE ROSSER, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the ROSSER Post Office:

The Postal Service is considering the close of the ROSSER Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/30/2011 through 05/31/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the ROSSER PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

ALLISON RIZAN  
951 W BETHEL RD  
COPPELL, TX 75099-9331

For more information, you may call ALLISON RIZAN at (972) 393-6485 or write to the above address.

Thank you for your assistance.

Sincerely,

ROB AUSTIN  
ROB AUSTIN  
951 W BETHEL RD  
COPPELL, TX 75099-9331

**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 05/11/2011

Postal Customers of the Rosser Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Rosser Post Office, which was posted 03/30/2011 through 05/31/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Rosser Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in cursive script that reads "Linda Sherman".

LINDA SHERMAN  
951 W BETHEL RD  
COPPELL, TX 75099-9331

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ROSSER Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Will Leave THE TOWN WITH OUT POSTAL Service, So AS TO Cause A Duty At Hand Ship Upon THE Residents Who Reside IN THE TOWN, AS NOT TO Be ABLE TO Recieve Important MAIL. From, Bills TO TAX, INFORMATION, When it Was Already Scarce.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

With Residents OF THE TOWN, Some Not ABLE TO Recieve THE MAIL, IT Will Leave THE Community IN A destitute STATE, AS Well AS WITHOUT Representation. ON FEDERAL AN STATE Level, Perhaps even it THE County AS Well.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

IT Would Be Counter - Productive. in keeping THE Community, AS A Viable ONE IN THE STATE. AN its A Older, MORE HISTORICAL Community THEN THE Neighboring Community.

Al M ALLAL



Name of Postal Customer

Signature of Postal Customer

Post Office Box 155

Mailing Address

Rosser Tx, 75157

City, State, and ZIP Code

Date



05/12/2011

ALLAL, AL

POST OFFICE BOX 155  
ROSSER, TX 75157

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ROSSER. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Linda Sherman".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ROSSER Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

the People OF ROSSER would HAVE to go to Another PostOffice Like the one In SCURRY ! which is SEVERAL MILES AWAY, some Don't HAVE A+TRANSPORTATION

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It would Bring HARDSHIP On A Lot OF People Because it is Out OF the AREA, And Destimated OUR Community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please ReCONsider Your DEcision ! to Closed the PostOffice

HAGUE Allal

Name of Postal Customer

Hague Allal

Signature of Postal Customer

~~103~~ 12531 Co. Rd 4088 ~~153~~ P.O. BOX 155

Mailing Address

ROSSER, TX 75157

City, State, and ZIP Code

3-31-2011

Date



05/12/2011

ALLAL, HAGEE

POB 155  
ROSSER, TX 75157

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ROSSER. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Linda Sherman".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ROSSER Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I'M A SENIOR CITIZEN, AN IS DISABLE, THIS WOULD MAKE, RECEIVING MAIL FOR MYSELF EXTREMELY HARD AN I WOULD NOT RECEIVE MY MAIL ON TIME, AN THIS WOULD AFFECT, MY BILLS BEING PAID ON TIME.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

THIS WILL CAUSE AN INCREASE IN CRIME, MAIL NOT BEING RECEIVED THAT IS IMPORTANT, AN ID, THEFT FOR OPEN POSTAL BOXES THAT ARE SOME DISTANCE FROM MY HOME ON THE ROUTE ROAD, AN MYSELF INCLUDED BEING ELDERLY CAN CAUSE OTHER TO LOOT MY BOX, AN AS WELL AS PLACE ME IN HARMWAY, AS A DISABLE SENIOR CITIZEN, AN MANY OTHERS

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

WITH THERE BEING NO POLICE, IN THE COMMUNITY, THIS COULD RESULT IN INCREASE IN CRIME, FROM MAIL BEING TAKEN OUT OF THE BOX. BY PERSON WHOM DO NOT RESIDE IN THE AREA, AN THAT LEAVES PEOPLES OF THE COMMUNITY WITHOUT POSTAL SERVICES IN THE AREA

IMOLACAB ALLAL

Name of Postal Customer



Signature of Postal Customer

P.O. Box 155

Mailing Address

ROSSER, TEXAS 75157

City, State, and ZIP Code

4/1/2011

Date

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ROSSER Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
*The proposal of the Rosser Postal office move would bring about significant unfavorable effects to my household and the community of Rosser. Furthermore I wish to add that my senior citizens rights which are protected via amendments to the U.S. constitution would be in direct violation due to the hardship of transportation arrangements.*
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.  
*The current distance from my home to the Rosser Postal office is approximately 2 miles vs. the proposed new location which would yield a distance of approximately 4 miles. With the increase in gas prices, my fixed income status, and finally inability to arrange transportation the impact of this proposal would be devastating.*
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  
*I strongly feel that this proposal should be halted due primarily to the reasons mentioned above and the psychological effect of such a move. The mental effects of such a proposals have unfraen damages to individuals like my self and other residents who share similar concerns.*

*Melacca Allal*

*Melacca Allal*

Name of Postal Customer

Signature of Postal Customer

*P.O. BOX 155*

Mailing Address

*Rosser TX 75157*

City, State, and ZIP Code

*4/7/2011*

Date



05/12/2011

ALLAL, MELACEA

POST OFFICE BOX 155  
ROSSER, TX 75157

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ROSSER. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the adminoffice postmaster.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Linda Sherman".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ROSSEK Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I own Taliaferro Auction Company and my address is P.O. Box 9 Rosser, TX 75157 and I have had that address for over 20 years and we buy all our stamps for the letter and auction mailer and we buy 400 to 600 stamps for them about 4 to 5 times a year and we buy 100 stamps for letter every month of the year so we need the post office to stay open.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It will have a killing impact on the community for the business because there are 10 businesses in the town of Rosser not counting the retired people who live in the town of Rosser that don't drive at all but walk to the post office because the town is where they can walk to it so we need to keep the Rosser post office for that reason.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It will be a great loss for the community and to the people and business because we need the Rosser post office for the people and the business of the town of Rosser and the money you said it takes to run it is a lot less than the big post offices in big towns. There are 3 or 4 or 5 offices in the same town you need to look at them first.

Chris Taliaferro

Name of Postal Customer

Signature of Postal Customer

P.O. Box 9

Mailing Address

Rosser TX 75157

City, State, and ZIP Code

4/6/2011

Date

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## Email Me - Thank You

The following information has been submitted:

Name: Mr. chris taliaferro

Address: p o box 9 rosser, TX 75157 0009

E-mail: ctaliaferro1@sbcglobal.net

Telephone: 214-674-8064

Would you like to receive information about upcoming [forums](#) hosted by Congressman Hensarling? [forumsY](#)

Message Subject: Other

Message Text:

hi jeb it chris taliaferro of rosser tx we need your help with post office in rosser tx the postal dept won't to close it there are a lot of retired people and about 10 business in the town of rosser tx and we depend on it i am one of the business owner and i own taliaferro auction company and my address is p o box 9 rosser tx 75157 - 0009 and i had box that rosser post office for over 20 year now and old people that are retired can walk and get their mail because a lot about 90 % don't drive are have car so we need your to keep it opened please help us thank you chris taliaferro taliaferro auction co p o box 9 rosser tx 75157-0009 214-674-8064

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05/12/2011

TALIAFERRO, CHRIS

POB 09  
ROSSER, TX 75157

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ROSSER. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Linda Sherman".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ROSSER Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
 Rosser is one of the only offices that are open 5 1/2 days a week. At this office you can get a "one stop" shopping stop which really makes it nice. Easy access to location + always able to get any product you might need. We are just one of about ten businesses that need to use the local office + without it it would be a huge loss. The Scurry office is only open limited hours 5 days a week. Rosser needs to keep the office open for business + local/rural customer that can't get to any other office.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.  
 Rosser is the true small town rural community. A lot of older lower income residents need to rely on the local post office for all their needs (money orders + mailing needs) - they are unable to go anywhere else. Rosser residents need the post office for their basic needs but also it is important to their daily rural life style, they meet their neighbors there. They catch up on the local news + it represents the meaning of "Small town" - Please don't take that away!!
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  
 The loss is not something you can put a price on. Small town ways are a thing that is fading fast. Being able to hold on to a small part of an old time Home town post office is worth more than any money that you might saving by closing the office + adding people to a rural route.

Slone Taliaferro

Name of Postal Customer

*Slone Taliaferro*

Signature of Postal Customer

P.O. Box 9

Mailing Address

Rosser, TX 75157

City, State, and ZIP Code

4/13/2011

Date

Please help us save our life style from this fast invading life modern life.  
 Thank you!



05/12/2011

TALIAFERRO, STONE

POB 09  
ROSSER, TX 75157

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ROSSER. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Linda Sherman".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ROSSER Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Moving the box office would be a inconvenience for those who don't have transportation to the post office. Also expense for some people and those who go there to see others whom they meet and talk with.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The community could send and receive registered letters, and send boxes without trying to find other ways to get to other post offices for this service.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

As far as I know this post-office has been here since the 1800's, and should be a historical mark for the community of Rosser Texas. And also, it is Rosser, Tex. likelyhood. Please do not remove this post off due to the fact of its history, and all the inconveniences it would have for the community. I grew up here.

Name of Postal Customer

Signature of Postal Customer

Tommy Ray Wilson

Tommy Ray Wilson

Mailing Address

P.O. Box 143 Rosser Tx 75175

4-7-2011

City, State, and ZIP Code

Date

I live in Arlington Tx at 1206 Rutella Drive Arlington Tx. 76010, but still go to Rosser Tx, to get some of my mail.

Thank you,

817-657-3864



05/12/2011

WILSON, TOMMY RAY

POB 143  
ROSSER, TX 75157

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ROSSER. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Linda Sherman".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331



**A. Office**

Name: ROSSER State: TX Zip Code: 75157  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: 110th (Jeb Hensarling) County: Kaufman  
EAS Grade: 11 Finance Number: 487785  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Allison Rizan Date: 06/03/2011  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485 Fax No: (972) 393-6336

## Analysis of 60-Day Posting Comments

### Number of comments returned

Total questionnaires distributed	6
Favorable comments	0
Unfavorable comments	6
No opinion expressed	0
Total comments returned	6

### Postal Concerns

The following postal concerns were expressed

- Concern (Unfavorable):  
You were concerned about having to travel to another post office for service

Response:  
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Concern (Unfavorable):  
Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

Response:  
Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the adminoffice postmaster.
- Concern (Unfavorable):  
Customers asked why their post office was being discontinued while others were retained

Response:  
You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- Concern (Unfavorable):  
Customers expressed concern for loss of community identity

Response:  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Concern (Unfavorable):  
Customers expressed concern for loss of community identity

Response:  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Concern (Unfavorable):  
You were concerned about having to travel to another post office for service

Response:  
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

### Nonpostal Concerns

The following nonpostal concerns were expressed

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 01/11/2011
2. Post Office Name ROSSER		3. State and ZIP + 4 Code TX, 75157-9998		
4. District, Customer Service DALLAS PFC	5. Area, Customer Service SOUTHWEST	6. County Kaufman	7. Congressional District 110th (Jeb Hensarling)	
8. Reason for Proposal to Discontinue Office is vacant and earns less than 2 hours.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 03/29/2008 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 1		a. Time M-F Sat Total Window Hours Per Week a. Lobby Time M-F Sat 24 24 38.00		
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery 0 b. P.O. Box 147 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 147 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 18.90		Types of Mail Received Dispatched a. First-Class 320 75 b. Newspaper 35 0 c. Parcel 10 1 d. Other 25 2 e. Total 390 78 f. No. of Postage Meters 0 g. No. of Permits 0		
Finances a. FY 2008 2009 2010		Receipts \$ 15,438 \$ 13,821 \$ 12,347	b. EAS Step 1 PM Basic Salary (no Cola) \$ 30492	c. PM Fringe Benefits (33.5% of b.) \$10,215
15a. Quarters				
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 01/04/2014 Annual Lease \$ 6000 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
15b. Explain: This is a lease building with a 180 day cancellation notice. The lease will expire 01/04/2014.				
17. Schools, Churches and Organization in Service Area: No: 0 First Methodist of Rosser One non profit business in the home.		19. Administrative/Emanating Office (Proposed): Name SCURRY EAS Level 16 Miles Away 5.6 Window Service Hours: M-F 08:30 16:30 SAT closed Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 193		
18. Businesses in Service Area: No: 0 One non profit business in the home, Pappy's Sand and Gravel		20. Nearest Post Office (if different from above): Name SCURRY EAS Level 16 Miles Away 5.6 Window Service Hours: M-F 08:30 16:30 SAT closed Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 193		
21. Prepared by				
Printed Name and Title ALLISON RIZAN		Signature ALLISON RIZAN		Telephone No. AC () (972) 393-6485
PO Discontinuance Coordinator Name ALLISON RIZAN		Telephone No. AC () (972) 393-6485		Location COPELL, TX



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06/01/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
ROSSER  
Docket Number 1379938 - 75157

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script, reading "Victor H. Benavides", written over a horizontal line.

VICTOR H BENAVIDES  
District Manager



## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: ROSSER, TX, 75157-9998

EAS Level: 11

District: DALLAS PFC

County: Kaufman

Congressional District: 110th (Jeb Hensarling)

Proposal: ☒ Close ☐ Consolidate

Reason For Proposed: was promoted

Alternate Service Proposed: Rural Route Service

Customers Affected:

Post Office Box: 147

General Delivery: 0

Rural Route: 0

Highway Contract Route (HCR): 0

City Route: 0

Intermediate Rural: 0

Intermediate HCR: 0

Total number of customers: 147

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
03/29/2008	Postmaster vacancy occurred. Reason: was promoted
	OIC: Career: 0 Noncareer: 1 Other Employees: 1
12/03/2010	District manager authorization to study.
01/27/2011	Questionnaires sent to customers. Number sent: 147 Number Returned: 48
	Analysis: Favorable 1 Unfavorable 25 No Opinion 22
02/15/2011	Petition received. Number of signatures: 105
	Concerns expressed:
	Their Post Office closing. Mail security and Money Orders purchases are a concern.
	Congressional inquiry received. No
	Concerns expressed:
03/17/2011	Proposal and checklist sent to district for review.
03/28/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
03/17/2011	Proposal and invitation for comments posted and round-dated.
	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 6 No Opinion 0 6
None	Premature PRC appeal received.
	Concerns expressed:
01/11/2011	Updated PS Form 4920 completed (if necessary).
06/01/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

ALLISON RIZAN	(972) 393-6485
Name/Title	Telephone Number
ALLISON RIZAN	(972) 393-6485
District Post Office Review Coordinator	Telephone Number



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07/01/2011

OFFICER-IN-CHARGE/POSTMASTER  
Rosser Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Rosser Post Office Final Determination  
Docket No. 1379938 - 75157

Please post in the lobby the enclosed final determination to close the Rosser Post Office. The final determination must be posted in a prominent place from 07/01/2011 through close of business on 08/02/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 08/03/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Allison Rizan".

ALLISON RIZAN  
POST OFFICE REVIEW COORDINATOR  
951 W BETHEL RD  
COPPELL, TX 75099-9331

Enclosures:  
Final Determination Official Record

Posting Round Date:



Date of Removal:

Removal Round Date:

FINAL DETERMINATION TO CLOSE  
THE ROSSER, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1379938 - 75157

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster position became vacant when the postmaster was promoted on March 29, 2008. An employee from a neighboring office may have been installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for closing or consolidation due to the following reasons: Office is vacant and earns less than 2 hours.

The Rosser Post Office, an EAS-11 level, provided service from 08:00 to 16:00 Monday - Friday, 09:00 to 11:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 147 Post Office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 19 transaction(s) accounting for 21 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$15,438 ( 40 revenue units) in FY 2008; \$13,821 ( 36 revenue units) in FY 2009; and \$12,347 ( 32 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 15, 2011, representatives from the Postal Service were available at Fire Station 204 Main St Rosser Texas 75157 to answer questions and provide information to customers. 75 customer(s) attended the meeting.

On January 27, 2011, 147 questionnaires were distributed to delivery customers of the Rosser Post Office. Questionnaires were also available over the counter for retail customers at the Rosser Post Office. 48 questionnaires were returned. 1 responses were favorable, 25 unfavorable, and 22 expressed no opinion regarding the proposed alternate service.

A petition supporting the retention of the Rosser Post Office was received on February 15, 2011, with 105 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Scurry Post Office, an EAS-16 level office. Window service hours at the Scurry Post Office are from 08:30 16:30, Monday through Friday, and closed on Saturday. There are 193 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community  |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located _____ miles away.      |
| 2. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community  |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the adminoffice post office located admindistance miles away. |
| 3. <b>Concern:</b> | Customer expressed a concern about package delivery and pickup  |
| <b>Response:</b>   | The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.  |
| 4. <b>Concern:</b> | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages  |

**Response:**

The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

5. **Concern:**

Customers expressed concern for loss of community identity

**Response:**

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended office name and ZIP Code suspended zip in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

6. **Concern:**

Customers expressed concern for loss of community identity

**Response:**

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

7. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:**

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

8. **Concern:**

Customers expressed concern over the dependability of rural route service

**Response:**

The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

9. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery

**Response:**

The customer expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

10. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

11. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

12. **Concern:**

Customers felt the post office should remain open since they paid taxes

**Response:**

The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

13. **Concern:**

Customers inquired about mailbox installation and maintenance

**Response:**

The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

14. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the

**Response:**

15. **Concern:**

Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community

**Response:**

The customer expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

16. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

17. **Concern:**

Customers were concerned about growth in the community

**Response:**

The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

18. **Concern:**

Customers were concerned about having to make an address change on their bank checks and stationery

**Response:**

The customer expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Customers can continue to use the community name, suspend office, in the last line of the address, however, in order to insure regular and effective service the Zip Code will change to adminzip.

19. **Concerns:**

Customers were concerned about later delivery of mail

**Response:**

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

20. **Concern:**

Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

21. **Concern:**

Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

22. **Concern:**

Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

23. **Concern:**

Customers were concerned about the quality of service, reliability, and integrity of the contractor

**Response:**

The customer expressed a concern about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

24. **Concern:**

You were concerned about having to travel to another post office for service



**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

27. **Concern:**

Can will do something besides closing it? Like reduce the hours? Or have a rural carrier come by and put up the mail?

**Response:**

We are looking at the saving we must have to keep the Postal Service in business. That is not an option.

28. **Concern:**

How can we buy our money orders?

**Response:**

The rural carrier can take care of that for you. We went on and described how this would work.

29. **Concern:**

How can we save our Post Office from closing?

**Response:**

No decision has been made yet. Fill out the questionnaires with your concerns about the Post Office possibly closing and the effects it would have on the community.

30. **Concern:**

How much money will you save by closing Rosser?

**Response:**

We can not disclose that information.

31. **Concern:**

The ederyly and disabled can not travel to Scurry. What will they do?

**Response:**

Rural carrier delivery will be provided. As we call it a Post Office on Wheels, all the services you have at the Post Office can be completed by the carrier or one of our web based sites.

32. **Concern:**

The Rosser customers want to know in dollars how much will be saved. This question was asked repeatedly.

**Response:**

We can not disclose that information.

33. **Concern:**

What will our zip code be?

**Response:**

We will find out and report it to the Mayor.

34. **Concern:**

Who will be responsible for putting up the mail boxes? What if we can't afford to do this?

**Response:**

The customer will be responsible. Their are many different price ranges to chose from.

35. **Concern:**

Who will be responsible for the loss of mail by theft?

**Response:**

If that happens call the sheriff and report it to the Inspection Service.

36. **Concern:**

Who will fill out our Money Orders?

**Response:**

This is not a service that is normally provided by the Post Office.

37. **Concern:**

Why is Scurry not closing?

**Response:**

Higher revenue and work load.

38. **Concern:**

Why was Rosser targeted?

**Response:**

It earns less then 2 hours a day. Revenue declines, and the office is vacant.

39. **Concern:**

Why was the Postmaster position never filled? Our office started decline after the last Postmaster retired.

**Response:**

Position have been held due to decline in all Postal employment. Our work force have declined in effects to stream line our overhead.

**Some advantages of the final determination are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post-office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the final determination are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

This final determination to close the Rosser Post Office was posted with an invitation for comment at the Rosser Post Office and Scurry Post Office from March 30, 2011 to May 31, 2011. The following additional concerns were received during the proposal posting period:

25. **Concern:** Customers asked why their post office was being discontinued while others were retained

**Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

26. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:** Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the adminoffice postmaster.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Rosser is an incorporated community located in Kaufman County. The community is administered politically by Rosser City Hall. Police protection is provided by the Kaufman County Sheriff Dept. Fire protection is provided by the Rosser Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: One non profit business in the home, Pappy's Sand and Gravel. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Rosser Post Office will be available at the Scurry Post Office. Government forms normally provided by the Post Office will also be available at the Scurry Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the

**Response:**

2. **Concern:** No Concern

**Response:**

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster was promoted on March 29, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 30,753 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Annual Lease Costs	<u>+ \$ 6,000</u>
Total Annual Costs	\$ 46,707
Less Annual Cost of Replacement Service	<u>- \$ 15,954</u>
Total Annual Savings	<u>\$ 30,753</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service has determined to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster was promoted on March 29, 2008. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Rosser Post Office provided delivery service to no customers and 147 PO Box customers. The daily retail window transactions averaged 19. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$30,753 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

### VII. NOTICES

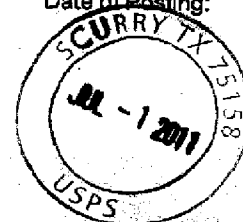
- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Rosser Post Office and Scurry Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Rosser Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Rosser Post Office and Scurry Post Office during normal office hours.



Dean J. Granholm  
Vice President of Delivery and Post Office Operations

06/30/2011  
Date

Date of Posting:



Posting Round Date:

Date of Removal:

Removal Round Date:

**FINAL DETERMINATION TO CLOSE  
THE ROSSER, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE**

**DOCKET NUMBER 1379938 - 75157**

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster position became vacant when the postmaster was promoted on March 29, 2008. An employee from a neighboring office may have been installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for closing or consolidation due to the following reasons: Office is vacant and earns less than 2 hours.

The Rosser Post Office, an EAS-11 level, provided service from 08:00 to 16:00 Monday - Friday, 09:00 to 11:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 147 Post Office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 19 transaction(s) accounting for 21 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$15,438 ( 40 revenue units) in FY 2008; \$13,821 ( 36 revenue units) in FY 2009; and \$12,347 ( 32 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 15, 2011, representatives from the Postal Service were available at Fire Station 204 Main St Rosser Texas 75157 to answer questions and provide information to customers. 75 customer(s) attended the meeting.

On January 27, 2011, 147 questionnaires were distributed to delivery customers of the Rosser Post Office. Questionnaires were also available over the counter for retail customers at the Rosser Post Office. 48 questionnaires were returned. 1 responses were favorable, 25 unfavorable, and 22 expressed no opinion regarding the proposed alternate service.

A petition supporting the retention of the Rosser Post Office was received on February 15, 2011, with 105 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Scurry Post Office, an EAS-16 level office. Window service hours at the Scurry Post Office are from 08:30 16:30, Monday through Friday, and closed on Saturday. There are 193 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community

**Response:** The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_\_\_ miles away.
2. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community

**Response:** The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the adminoffice post office located admindistance miles away.
3. **Concern:** Customer expressed a concern about package delivery and pickup

**Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
4. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

- Response:** The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
5. **Concern:** Customers expressed concern for loss of community identity
- Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended office name and ZIP Code suspended zip in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
6. **Concern:** Customers expressed concern for loss of community identity
- Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
7. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
8. **Concern:** Customers expressed concern over the dependability of rural route service
- Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
9. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery
- Response:** The customer expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
10. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

**11. Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

**12. Concern:**

Customers felt the post office should remain open since they paid taxes

**Response:**

The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

**13. Concern:**

Customers inquired about mailbox installation and maintenance

**Response:**

The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

**14. Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the

**Response:**

**15. Concern:**

Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community

**Response:**

The customer expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

**16. Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

**17. Concern:**

Customers were concerned about growth in the community

**Response:**

The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.



18. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery
- Response:** The customer expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Customers can continue to use the community name, suspend office, in the last line of the address, however, in order to insure regular and effective service the Zip Code will change to adminzip.
19. **Concern:** Customers were concerned about later delivery of mail
- Response:** The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
20. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
21. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
22. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the adminoffice postmaster for more information.
23. **Concern:** Customers were concerned about the quality of service, reliability, and integrity of the contractor
- Response:** The customer expressed a concern about about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.
24. **Concern:** You were concerned about having to travel to another post office for service

- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
27. **Concern:** Can will do something besides closing it? Like reduce the hours? Or have a rural carrier come by and put up the mail?
- Response:** We are looking at the saving we must have to keep the Postal Service in business. That is not an option.
28. **Concern:** How can we buy our money orders?
- Response:** The rural carrier can take care of that for you. We went on and described how this would work.
29. **Concern:** How can we save our Post Office from closing?
- Response:** No decision has been made yet. Fill out the questionnaires with your concerns about the Post Office possibly closing and the effects it would have on the community.
30. **Concern:** How much money will you save by closing Rosser?
- Response:** We can not disclose that information.
31. **Concern:** The edery and disabled can not travel to Scurry. What will they do?
- Response:** Rural carrier delivery will be provided. As we call it a Post Office on Wheels, all the services you have at the Post Office can be completed by the carrier or one of our web based sites.
32. **Concern:** The Rosser customers want to know in dollars how much will be saved. This question was asked repeatedly.
- Response:** We can not disclose that information.
33. **Concern:** What will our zip code be?
- Response:** We will find out and report it to the Mayor.
34. **Concern:** Who will be responsible for putting up the mail boxes? What if we can't afford to do this?
- Response:** The customer will be responsible. Their are many different price ranges to chose from.
35. **Concern:** Who will be responsible for the loss of mail by theft?
- Response:** If that happens call the sheriff and report it to the Inspection Service.
36. **Concern:** Who will fill out our Money Orders?
- Response:** This is not a service that is normally provided by the Post Office.
37. **Concern:** Why is Scurry not closing?
- Response:** Higher revenue and work load.
38. **Concern:** Why was Rosser targeted?
- Response:** It earns less then 2 hours a day. Revenue declines, and the office is vacant.
39. **Concern:** Why was the Postmaster position never filled? Our office started decline after the last Postmaster retired.
- Response:** Position have been held due to decline in all Postal employment. Our work force have declined in effects to stream line our overhead.

**Some advantages of the final determination are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the final determination are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

This final determination to close the Rosser Post Office was posted with an invitation for comment at the Rosser Post Office and Scurry Post Office from March 30, 2011 to May 31, 2011. The following additional concerns were received during the proposal posting period:

25. **Concern:** Customers asked why their post office was being discontinued while others were retained

**Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

26. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:** Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the adminoffice postmaster.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Rosser is an incorporated community located in Kaufman County. The community is administered politically by Rosser City Hall. Police protection is provided by the Kaufman County Sheriff Dept. Fire protection is provided by the Rosser Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: One non profit business in the home. Pappy's Sand and Gravel. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Rosser Post Office will be available at the Scurry Post Office. Government forms normally provided by the Post Office will also be available at the Scurry Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the

**Response:**

2. **Concern:** No Concern

**Response:**

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster was promoted on March 29, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 30,753 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Annual Lease Costs	<u>+ \$ 6,000</u>
Total Annual Costs	\$ 46,707
Less Annual Cost of Replacement Service	<u>- \$ 15,954</u>
Total Annual Savings	<u>\$ 30,753</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service has determined to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster was promoted on March 29, 2008. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Rosser Post Office provided delivery service to no customers and 147 PO Box customers. The daily retail window transactions averaged 19. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$30,753 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Rosser Post Office and Scurry Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Rosser Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Rosser Post Office and Scurry Post Office during normal office hours.



Dean J Granholm  
Vice President of Delivery and Post Office Operations

06/30/2011  
Date